

Major Process Definition and Guidance for determination:

Major processes govern the operation of a management system, constitute a core business function and/or value stream, or support core processes. The three types of processes are as follows:

Management processes are the processes that govern the operation of a management system. Typical management processes include Corporate Governance and Strategic Management.

- A **process** is a structured set of activities designed to produce a specified output for a particular customer or market. It implies a strong emphasis on how work is done within an organization, in contrast to a product's focus on what is produced. A process has a beginning, an end, and clearly identified inputs and outputs; a structure for action.
- A **system** is a combination of processes and their interactions.

Operational processes are processes that constitute the core business functions and create a value stream. Typical operational processes are Purchasing, Manufacturing, Facilities, and Marketing.

- **Core** is the basic or most important part(s).
- A **value stream** is all the actions, both value added and non-value added, that are required to bring a product or service to a successful output.
- **Core business function** is a key activity or cluster of activities which must be performed in an exemplary manner to ensure a firm's continued "main" or "essential" activities because it adds primary value to an output.

Core support processes are the processes which must be performed in an exemplary manner to ensure the operational processes can operate in a successful manner. Examples include Accounting, Recruitment, and IT-support.